

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Amy Stern
Title: Director-Telecom Industry
Services

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 18, 1999

ITEM: DTE RR 69 How many retail loops were provided by BA-MA for each and every different loop as of September 30, 1999?

REPLY: BA-MA does not offer unbundled loops as a retail offering. Rather, BA-MA provides services to retail customers that utilize various network facilities. In an effort to be responsive to this request, however, this response lists the quantity of BA-MA retail lines in-service, by type of service, as of September 30, 1999, as well as the type of loop typically used to provide that service:

Infospeed lines = 818 (use same loop type as ADSL compatible loops);
Business POTS lines = 1,030,161 (use same loop type as 2-wire analog loops);
Centrex lines = 345,545 (use same loop type as 2-wire analog loops);
Business ISDN-BRI lines = 44,974 (use same loop types as 2-wire digital ISDN-BRI loop);
ISDN-PRI lines = 3,206;
Residence POTs lines = 2,881,878 (use same loop type as 2-wire analog loops);
Residence ISDN-BRI lines = 2,123;

NET RR# 69

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

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D.T.E. 99-271

Respondent: Thomas Maguire
Title: Executive Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 18, 1999

ITEM: DTE RR 70 Please provide samples of the LSR and LSRC, and a sample of the checklist log maintained by the RCCC technicians during the hot-cut process.

REPLY: Attachment 1 contains copies of three Local Service Requests (LSR) and the associated Local Service Request Confirmations (LSRC). These have been redacted to protect the confidentiality of the CLEC and end-user customer. The first two LSRs/LSRCs are orders for unbundled loops with number portability (i.e., hot cuts) and the third is an order for an unbundled loop only.

Attachment 2 contains a copy of a checklist log that would be completed by the RCCC technician. Data captured on the checklist is also entered into the WFA log.

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D.T.E. 99-271

Respondent: Thomas Maguire
Title: Executive Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 18, 1999

ITEM: DTE RR 72 Please provide a couple of samples of the RCCC technicians' WFA logs (related to the hot-cut process).

REPLY: Attached is a sample of a RCCC technician's WFA log for a single hot-cut loop. The attachment, which contains 44 pages of printed electronic screens, has been redacted to protect the confidentiality of the CLEC or end user.

NET RR# 72

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Thomas Maguire
Title: Executive Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 18, 1999

ITEM: DTE RR 73 Please provide copies of the RCCC technicians' WFA logs associated with AT&T's October 1999 hot cuts.

REPLY: Attached are copies of WFA logs for AT&T – Massachusetts hot cut orders processed in October 1999. These include most but not all of ATT's orders processed in October. WFA logs for the remaining orders have been archived and would require considerable effort and expense to retrieve. Due to the voluminous nature of the attached, BA-MA has only provided a copy to the Department. A copy will be made available for inspection by other parties at the Company's offices at 125 High Street, Boston, Massachusetts, at a mutually agreeable time. Additionally, Bell Atlantic considers certain data contained in this response to be proprietary and competitively sensitive. The attached will be made available in accordance with the terms of the Department's Protective Order.

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

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D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 22, 1999

ITEM: DTE RR 96 Provide a copy of the trouble reporting screen that a CLEC would fill out via RETAS and a copy of the screen that a BA employee would fill out via Caseworker.

REPLY: Copies of the screens are attached. Attachment A is a copy the screen that a CLEC would utilize via RETAS for both POTS and Special Services and Attachment B is a copy of the two screens that a BA-MA retail employee would utilize via Caseworker, one for POTS and one for Special Services.

NET RR# 96

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 22, 1999

ITEM: DTE RR 104 Is the street address guide (SAG) provided to CLECs?

REPLY: Yes. The SAG - FTP File Distribution product contains information that is extracted from the PREMIS system and is made available on a regular basis to the CLECs via a File Transfer Protocol (FTP) site on a Bell Atlantic Web server. The file is state-specific and the requesting CLEC must arrange for file access in each desired state.

The SAG data files are available to the CLECs 24 hours a day. The new data file is available between 6:00 & 6:30am EST on the day an update occurs, which is presently scheduled weekly.

This product is available in Massachusetts by interconnection agreement only.

NET RR# 104

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 23, 1999

ITEM: DTE RR 114 Describe the process at BA-MA for notifying the BA-MA's Retail sector of lost lines.

REPLY: BA-MA Retail is notified when a retail customer line is lost via the same system used to notify CLECs. Specifically, the system is programmed to identify and isolate BA-MA Retail accounts and forwards BA-MA the Line Lost Report identifying the name, address and telephone number of lost lines. Individual CLEC reports are generated in the same manner, by the same system.

NET RR# 114

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 23, 1999

ITEM: DTE RR 119 Provide the number of system troubles reported in the retail environment for DOE and SOP over past 60 days.

REPLY: There were 35 system troubles reported for SOP, Common DOE and Residence DOE between September 24, 1999 and November 24, 1999.

NET RR# 119